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## TEST INFORMATION GUIDE

The test information guide provides a summary of concepts that are tested on the written multiple-choice examination for the **Employment Security Service Representative** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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### **I. EMPLOYMENT SECURITY PRACTICES (16 Questions)**

A critical part of this job requires employees to provide employment service clients with eligibility information. Other important job tasks involve assisting and advising clients regarding the unemployment claims process, matching client skills with available job opportunities and documenting client contact. This section of the examination tests your knowledge of common employment security practices and concepts in these critical areas. Test question topics include:

- The importance, purpose and relevance of information gathered from interviews;
- Methods of dealing with disagreeable or hostile individuals;
- Procedures relating to employment services and human resources.

### **II. CLIENT RELATIONS (16 Questions)**

Employees in this job come in daily contact with clients seeking employment related information and employers who utilize placement services. Therefore, it is crucial that employees are able to effectively and constructively interact with all clients. The questions in this section of the exam test your competency with respect to client relations. Test question topics include:

- Interviewing concepts and techniques;
- Interpersonal communication skills;
- Managing difficult people and situations encountered during interviewing.

### **III. READING COMPREHENSION (10 Questions)**

An employee in this job must be able to read, comprehend and extract pertinent information from various laws, rules, regulations or pamphlets in order to successfully serve clients. The questions in this exam section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

### **IV. UNEMPLOYMENT INSURANCE REGULATIONS (12 Questions)**

Employees in this job must be knowledgeable of the various regulations and interpretations of the Illinois Unemployment Insurance Act in order to make determinations regarding client eligibility for unemployment benefits and to keep clients fully informed as to their rights under the law. The questions in this section of the exam will test your knowledge of regulations related to the administration of unemployment insurance programs. Test question topics include making determinations in regards to eligibility and unemployment benefits and whether refusals of a referral have “good cause”.

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## **V. JOB DESIGN & COUNSELING**

**(10 Questions)**

Employees in this job must be able to identify job content, context and requirements and match these with client competencies and capabilities in order to make successful job placements.

Employees must also advise clients with respect to employment opportunities and procedures to obtain successful job placements. The questions in this section of the exam test your knowledge of job design and counseling techniques and concepts as used on the job.

- Career counseling;
- Evaluation of individuals' skills, interests and job qualifications;
- Occupational classifications.